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COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
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Bib Data Sheet

CONFIRMATION NO. 9867

<b>SERIAL NUMBER</b> 09/675,597	<b>FILING DATE</b> 09/29/2000 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2643	<b>ATTORNEY DOCKET NO.</b> 99EC036/77527
<b>APPLICANTS</b> Eric James, Elgin, IL; David Funck, Wheaton, IL;				
<b>** CONTINUING DATA *****</b> NONE R.S.F.				
<b>** FOREIGN APPLICATIONS *****</b> NONE R.S.F.				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 11/17/2000</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		<b>STATE OR COUNTRY</b> IL	<b>SHEETS DRAWING</b> 5	<b>TOTAL CLAIMS</b> 26
Examiner's Signature <i>[Signature]</i> Initials <i>R.S.F.</i>		<b>INDEPENDENT CLAIMS</b> 3		
<b>ADDRESS</b> WELSH & KATZ, LTD. 120 South Riverside Plaza 22nd Floor Chicago, IL 60606				
<b>TITLE</b> System and method of using a phone to access information in a call center				
<b>FILING FEE RECEIVED</b> 928	<b>FEES:</b> Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	



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<b>SERIAL NUMBER</b> 09/675,597	<b>FILING DATE</b> 09/29/2000 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2642	<b>ATTORNEY DOCKET NO.</b> 99EC036/77527	
<b>APPLICANTS</b> Eric James, Elgin, IL; David Funck, Wheaton, IL;					
<b>** CONTINUING DATA *****</b>					
<b>** FOREIGN APPLICATIONS *****</b>					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 11/17/2000</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged _____ Examiner's Signature Initials		<b>STATE OR COUNTRY</b> IL	<b>SHEETS DRAWING</b> 5	<b>TOTAL CLAIMS</b> 26	<b>INDEPENDENT CLAIMS</b> 3
<b>ADDRESS</b> 23506					
<b>TITLE</b> System and method of using a phone to access information in a call center					
<b>FILING FEE RECEIVED</b> 928	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		

3/28/03